

Hardware Requirements	Proposed Solutions Meets Requirement	Proposed Solution Does Not Meet Requirement
Ability to support up to 92 users		
Ability to support up to 50 concurrent calls		
Ability to accept SIP Trunks and/or PRI, Analog		
Ability to accept 6 # fax lines		
Appliance Redundancy		
Local call processing if main pbx fails(SRST)		
Ability to terminate 6 analog/SIP lines for failover		
Integration with Outlook 2016 for voicemail to email		
Active Directory/LDAP integration		
Ability to run under VMWare or Hyper-V environments		
<b>Required Features- Call Control</b>		
Hold		
Park		
Transfer		
3 Way Conference		
Intercom/Paging		
Web based portal for each user that provides call control, visibility into queues, status and chat		
Seamlessly move calls from one device to another (converged phones)		
Voicemail to Email		
Visual Voicemail		
Do Not Disturb feature to send directly to voicemail		
Automatically forward voicemail to another extension or group of extensions		
Call Forward		
Find Me/Follow Me		
Multiple Auto Attendants		
Ability for user to change status from IP phone or iOS/Android		
Ability to attach call rules to status options for easier call control		
Call recording for all extensions		
Answer another extension from a user's extension (directed pickup)		
<b>Required Features -Call Center</b>		
Queue Priority capabilities		
Global Arrival Time		
"Zero-Out" to get a call back without losing place in queue		
Call queues with in-queue call routing		
In-Queue music and messaging		
Queue Announcements		
Queue reporting that shows dropped, abandoned and redirected calls		
Real time analytics and visibility of queues through web portal		
Monitor/Whisper/Barge feature for queue supervisors		
Scheduled call recording		
Wallboard Widget for Queue Supervisors		
Assign Overflow Agents for Call Queues		
<b>Required Features -Collaboration</b>		
Instant Messaging, video chat		
Meet Me Conferencing- each extension has the ability to have their own conference room		

Screensharing		
Send/Receive SMS messages with customers or clients		
<b>Required Features -Mobility</b>		
Softphone for iOS or Android that allows call control, voicemail visibility and status options		
Desktop Softphone that allows call control, voicemail visibility and status options		
Record calls through softphone		
Ability to choose between available WiFi, LTE, 4G and 3G connectivity on the fly		
Mask Cell Phone Caller ID when using mobile app		
<b>Required Features- Reporting</b>		
Allow users to review call logs in web based portal		
Allow supervisors to review call reports for Auto Attendant, queues, groups and extensions		
Schedule email reports in HTML, XML or chart format		
<b>Required Features- Integrations</b>		
Ability to build integrations using common programming languages such as PERL and PHP		
Dialer Plug-Ins for Chrome and Firefox		
Google Maps integration to view location of caller		
Microsoft Team Integration		
Zendesk Integration		
OutlookOffice 365 Integration		
<b>Required Features- Management</b>		
Automated Backup to FTP/SFTP		
Times Frames (Day/Night mode, etc)		
Create Extension Templates		
Creat Extension Groups		
Easily create or modify extensions		
Create System sub admins based on role responsibilities		
Easily change Music on Hold		
SNMP Monitoring		